



Questions to ask children about the basics of calling **9-1-1**

Who can tell me **WHEN** you call 9-1-1?

- in an emergency
- when you need help
- when you need the police, fire department or an ambulance

If there were no grown-ups around and you had to call 9-1-1, who can tell me **HOW** you would do it?

- stay calm
- listen for dial tone
- push "9", then "1", then "1" again (push button phone)
- press "send" button (cellular phone)

Who can tell me **WHAT** to say when the 9-1-1 call taker answers?

- tell what's wrong (what the emergency is)
- tell what help you need (police, fire, ambulance)
- tell where help is needed
- give your name and address

What else is important to **REMEMBER** when you call 9-1-1?

- speak loudly and clearly
- don't nod your head - say "yes" and "no" out loud
- answer all questions
- don't hang up until the dispatcher tells you to

Who can tell me when you should **NOT** call 9-1-1?

- when there is no emergency
- for animals
- as a game, joke or prank
- to practice